

Secretary Dortch,

Marline H. Dortch  
Secretary  
Federal Communications Commission  
455 12th Street, SW  
Washington, DC 20554

GC Docket Nos. 13-24 and 03-123

I am writing to express concern about the recent change and proposed changes to captioned telephone service. I work for a company that provides captioning service to the hearing impaired and, in doing this, have come to realize just how important this service is to their lives. It allows them to stay in touch with their friends and family and easily conduct important work-related and medical-related phone calls. In accordance with the ADA, the phones are supposed to be functionally equivalent. However, making people who already have the service go through additional steps to get certification of hearing loss from a hearing care professional, charging people \$75 per phone, and making people go through additional steps just to make sure their captions are turned on is anything but functionally equivalent. These proposed changes undermine the American's with Disabilities Act and would be a huge setback for hearing impaired Americans who benefit from and, in many cases, need this service.

Asking people to take the additional steps of getting a certification of hearing loss from a medical professional means that they would be required to set up an appointment which may cause an inconvenience for those that will have a harder time getting to an appointment and it will be additional money that they have to spend.

Another additional cost these proposed changes would generate is the \$75 charge per phone. What if a person required more than one phone? Now they will have to pay \$75 per phone in addition to the long distance and broadband internet charges they already have in place to use the service.

Lastly, it is an inconvenience and, in some cases, a hindrance for people to be required to turn their captions on for each phone call they make or receive. Many people forget and some, especially elderly, can get confused about how to turn their captions on leading to unnecessary frustration. I hear people talk about how this change alone has impacted them by making it more difficult for them to stay connected with their family and friends and the services that they need.

I hope that the FCC will consider the people who greatly depend on these services and reconsider these changes.

Respectfully,  
Kozetta Johnson

